

REPLACING THE JRE DIRECTORY

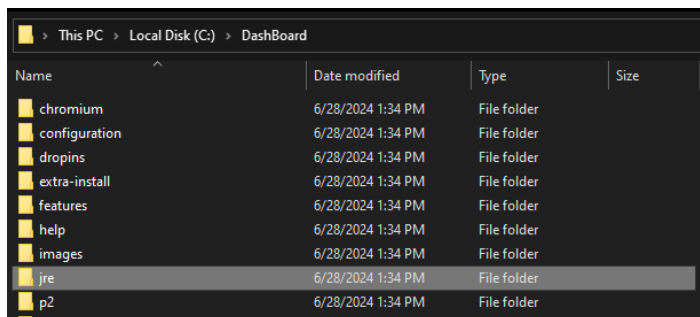
In DashBoard v9.10.1 and v9.10.2, the JRE version included (8u411-b02) does not execute websocket callbacks. This can lead to issues such as being unable to load and/or save when using the Layout Editor in DashBoard. Replacing the JRE with the version used in the previous DashBoard release (8u392-b08) fixes this and allows websocket callbacks to be executed properly.

For further details on the JDK bug causing this issue, visit: <https://bugs.openjdk.org/browse/JDK-8331765>

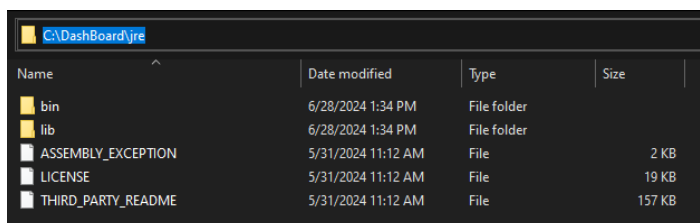
The anticipated bugfix release from Azul-Zulu is in October 2024. Until the next DashBoard release based on the bugfix, the following workaround is recommended. Please follow the appropriate steps below to replace the JRE directory within the DashBoard installation folder on a Windows, Linux, or Mac device.

TO REPLACE THE JRE DIRECTORY ON WINDOWS

1. Ensure that **jre.zip** has been downloaded along with this PDF.
2. Open the DashBoard installation folder. It is located at "...\\DashBoard".
3. Locate the existing **jre** folder. It is located at "...\\DashBoard\\jre".

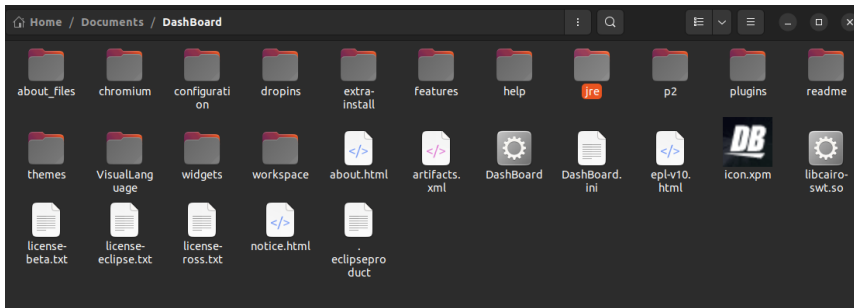


4. Delete the existing **jre** folder.
5. Extract **jre.zip** to the DashBoard installation folder. Once extracted, "...\\DashBoard\\jre" should be present once more.

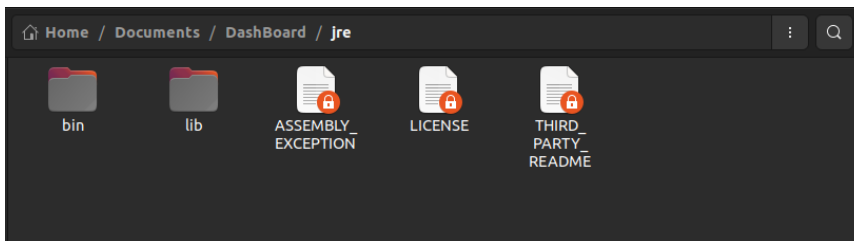


TO REPLACE THE JRE DIRECTORY ON LINUX

1. Ensure that **jre.zip** has been downloaded along with this PDF.
2. Open the DashBoard installation folder. It is located at ".../DashBoard".
3. Locate the existing **jre** folder. It is located at ".../DashBoard/jre".

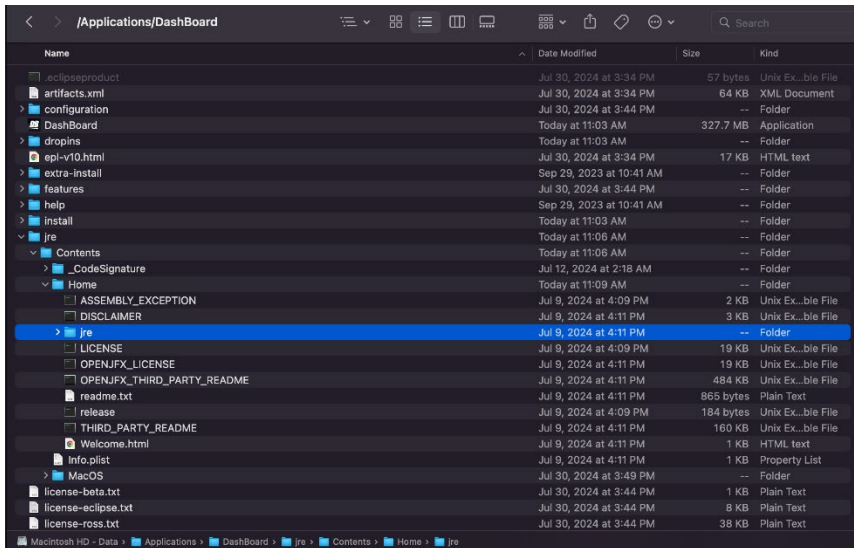


4. Delete the existing **jre** folder.
5. Extract **jre.zip** to the DashBoard installation folder. Once extracted, ".../DashBoard/jre" should be present once more.

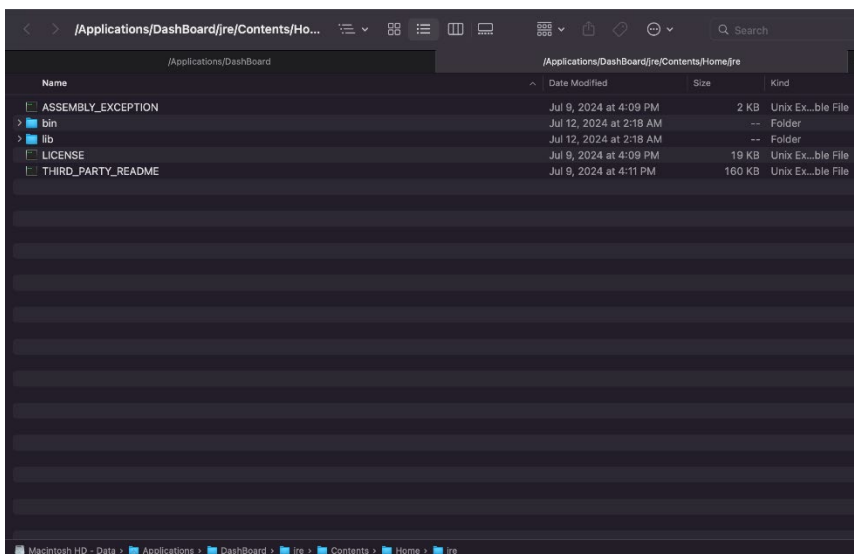


TO REPLACE THE JRE DIRECTORY ON MAC

1. Ensure that **jre.zip** has been downloaded along with this PDF.
2. Open the DashBoard installation folder. It is located at ".../DashBoard".
3. Locate the existing **jre** folder.
Note that it is not the initial jre folder within the DashBoard folder, but the jre folder nested within. It is located at ".../DashBoard/jre/Contents/Home/jre".



4. Delete the existing **jre** folder (located at ".../DashBoard/jre/Contents/Home/jre").
5. Extract **jre.zip** to the Home folder (DashBoard > jre > Contents > Home). Once extracted, ".../DashBoard/jre/Contents/Home/jre" should be present once more.



GETTING HELP

- Help documentation is available directly in DashBoard and can be found by navigating to the to menu, under **Help > Help Contents**. You can also download the guides in PDF format from the DashBoard product page on the [Ross Video website](#) under **Downloads**.
- Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel.
- During business hours (Eastern Standard Time), technical support personnel are available by telephone.
- After hours and on weekends, emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.
 - **Technical Support: (+1) 613-652-4886**
 - **After Hours Emergency: (+1) 613-349-0006**